

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1, 4, 6, 20, 21, 22 24, 40, and 42 as follows.

**Listing of Claims:**

- 1        1. (Currently amended) A work-management method
- 2        comprising:
  - 3                for a future point in time, determining a probability of availability
  - 4                of each resource of a plurality of resources at said future point in time, to
  - 5                obtain the probabilities of availability of the plurality of the resources,
  - 6        comprising
    - 7                determining an amount of time that the a resource has already
    - 8                spent servicing a task,
    - 9                determining a first probability of completion of the servicing of
    - 10              the task by the resource by the future point in time without consideration of
    - 11              the amount of time that the resource has already spent servicing the task,
    - 12              determining a second probability that the resource has not
    - 13              completed servicing the task within the amount of time that the resource
    - 14              has already spent servicing the task, and
    - 15              determining from the first and the second probability a third
    - 16              probability of completion of the servicing of the task by the resource by the
    - 17              future point in time considering the amount of time that the resource has
    - 18              already spent servicing the task;
    - 19              combining together the third determined probabilities probability
    - 20              of availability of each resource of the plurality of resources to obtain a
    - 21              number that is a result of the combining; and
    - 22              using the number to schedule new tasks for the resources for
    - 23              the future point in time.

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

1           **2. (Previously presented)** The method of claim 1 wherein:  
2           using the number to schedule new tasks comprises  
3           scheduling for the future point in time no more than the number  
4           of the new tasks to become available for servicing by the plurality of the  
5           resources.

1           **3. (Previously presented)** The method of claim 2 wherein:  
2           combining together the determined probabilities comprises  
3           summing the probabilities to obtain the number.

1           **4. (Currently amended)** A work-management method  
2           comprising:  
3                 for a future point in time, determining a probability of availability  
4                 of each resource of a plurality of resources at said future point in time, to  
5                 obtain the probabilities of availability of the plurality of the resources,  
6                 comprising  
7                     determining an amount of time  $t$  that each resource of the  
8                 plurality of resources has been servicing a task by now,  
9                     for each of the resources, determining a probability  $F(t+h)$  of  
10                 the resource servicing its task to completion within a total amount of time  
11                  $t+h$ , where  $h$  is an amount of time, a selected time horizon,  
12                 for each of the resources, determining a probability  $F(t)$  of the  
13                 resource completing servicing its task by now, and  
14                 for each of the resources, determining a probability  $P$  that the  
15                 resource will complete servicing its task at the future point in time the  
16                 amount of time  $h$  from now as 
$$\frac{F(t+h) - F(t)}{1 - F(t)}$$
;  
17                 combining together the determined probabilities of availability of  
18                 the plurality of resources to obtain a number that is a result of the  
19                 combining; and

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

20 using the number to schedule new tasks for the resources for  
21 the future point in time.

1                 **5. (Previously presented)** The method of claim 4 in a call  
2 center wherein:  
3                 the new tasks comprise calls; and  
4                 using the number to schedule new tasks comprises  
5                 in response to  $P$ , determining whether or not to initiate or  
6 cancel an outbound call.

1                 **6. (Currently amended)** A work-management method  
2 comprising:  
3                 determining an amount of time  $t$  that a resource has been  
4 servicing a task by now;  
5                 determining a probability  $F(t+h)$  of the resource servicing the  
6 task to completion within a total amount of time  $t+h$ , where  $h$  is an amount  
7 of time; a selected time horizon;  
8                 determining a probability  $F(t)$  of the resource completing  
9 servicing the task by now;  
10                 determining a probability  $P$  that the resource will complete  
11 servicing the task within the amount of time  $h$  from now as  $\frac{F(t+h) - F(t)}{1 - F(t)}$ ;  
12 and  
13                 in response to  $P$ , scheduling another task for servicing.

1                 **7. (Original)** The method of claim 6 wherein:  
2 scheduling comprises  
3                 in response to  $P$ , determining whether or not to initiate said  
4 another task.

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

1           **8. (Previously presented)** The method of claim 6 in a call  
2       center wherein:  
3                 the new tasks comprise calls; and  
4                 scheduling comprises  
5                 in response to  $P$ , determining whether or not to initiate an  
6       outbound call.

1           **9. (Original)** The method of claim 6 further comprising:  
2       performing the determining steps for a plurality of resources,  
3       and  
4                 determining a number of the resources that will likely have  
5       completed servicing their respective tasks within the amount of time  $h$   
6       from now as a sum of the probabilities  $P$  determined for individual ones of  
7       the plurality of resources; wherein  
8                 scheduling comprises  
9                 in response to determining the number of the resources,  
10      scheduling new tasks for servicing.

1           **10. (Original)** The method of claim 9 wherein:  
2       scheduling tasks for servicing comprises scheduling no more  
3       than the number of the tasks for servicing.

1           **11. (Original)** The method of claim 6 wherein:  
2       determining a probability  $F(t+h)$  comprises  
3       obtaining historical task-completion statistics, and  
4       from the obtained statistics determining the probability  $F(t+h)$ ;  
5       and  
6       determining a probability  $F(t)$  comprises  
7       from the obtained statistics determining the probability  $F(t)$ .

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

1           **12. (Original)** The method of claim 11 wherein:  
2           obtaining historical task-completion statistics comprises  
3           obtaining a mean and a variance of time historically spent by  
4           resources on servicing tasks to completion.

1           **13. (Original)** The method of claim 6 wherein:  
2           determining a probability  $F(t+h)$  comprises  
3           obtaining historical task-completion statistics,  
4           fitting the task-completion statistics into a lifetime closed-form  
5           cumulative-probability distribution to determine parameters of the  
6           distribution, and  
7           evaluating the distribution with the determined parameters and  
8           the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and  
9           determining a probability  $F(t)$  comprises  
10          evaluating the distribution with the determined parameters and  
11          the amount of time  $t$  to obtain  $F(t)$ .

1           **14. (Original)** The method of claim 13 wherein:  
2           obtaining historical task-completion statistics comprises  
3           obtaining a mean and a variance of time historically spent by  
4           resources on servicing tasks to completion;  
5           the cumulative-probability distribution  $F$  comprises a Weibull  
6           distribution; and  
7           the parameters comprise a dispersion parameter and a  
8           parameter of central tendency.

1           **15. (Original)** The method of claim 6 wherein:  
2           determining an amount of time  $t$  comprises  
3           determining the amount of time  $t$  that the resource has been  
4           servicing a task of one of a plurality of different types of tasks; and

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

5 determining historical task-completion statistics comprises  
6 determining the historical task-completion statistics for the one  
7 type of tasks.

1 16. (Original) The method of claim 6 wherein:  
2 scheduling another task comprises  
3 in response to  $P$  initiating preparation of a task that may require  
4 servicing by an agent at a later time.

1 17. (Original) The method of claim 6 wherein:  
2 determining a probability  $F(t+h)$  comprises  
3 obtaining a historical histogram for task completion, and  
4 evaluating a cumulative said probability with the obtained  
5 histogram for the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and  
6 determining a probability  $F(t)$  comprises  
7 evaluating the cumulative probability with the obtained  
8 histogram for the amount of time  $t$  to obtain  $F(t)$ .

1 18. (Original) The method of claim 6 wherein:  
2 scheduling comprises  
3 in response to  $P$ , canceling preparation of a task that could  
4 require servicing by a resource.

1 19. (Cancelled)

1 20. (Currently amended) A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform the steps of:  
4 for a future point in time, determining a probability of availability  
5 of each resource of a plurality of resources at said future point in time, to

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

6 obtain the probabilities of availability of the plurality of the resources,  
7 comprising:  
8 determining an amount of time that ~~the a~~ resource has already  
9 spent servicing a task,  
10 determining a first probability of completion of the servicing of  
11 the task by the resource by the future point in time without consideration of  
12 the amount of time that the resource has already spent servicing the task,  
13 determining a second probability that the resource has not  
14 completed servicing the task within the amount of time that the resource  
15 has already spent servicing the task, and  
16 determining from the first and the second probability a third  
17 probability of completion of the servicing of the task by the resource by the  
18 future point in time considering the amount of time that the resource has  
19 already spent servicing the task;  
20 combining together the third determined ~~probabilities~~probability  
21 of availability of each resource of the plurality of resources to obtain a  
22 number that is a result of the combining; and  
23 using the number to schedule new tasks for the resources for  
24 the future point in time.

1 21. (Currently amended) A work-management apparatus  
2 comprising:  
3 a storage medium for storing instructions, and  
4 a processor for executing the instructions, the medium and the  
5 processor together comprising:  
6 means for determining, for a future point in time, a probability of  
7 availability of each resource of a plurality of resources at said future point  
8 in time, to obtain the probabilities of availability of the plurality of the  
9 resources, including

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

10           determining an amount of time that the-a resource has already  
11   spent servicing a task,  
12           determining a first probability of completion of the servicing of  
13   the task by the resource by the future point in time without consideration of  
14   the amount of time that the resource has already spent servicing the task,  
15           determining a second probability that the resource has not  
16   completed servicing the task within the amount of time that the resource  
17   has already spent servicing the task, and  
18           determining from the first and the second probability a third  
19   probability of completion of the servicing of the task by the resource by the  
20   future point in time considering the amount of time that the resource has  
21   already spent servicing the task;  
22           means cooperative with the determining means for combining  
23   together the third probabilitiesprobability of availability of each resource of  
24   the plurality of resources to obtain a number that is a result of the  
25   combining; and  
26           means cooperative with the means for combining the  
27   determined probabilities, for scheduling no more than the obtained  
28   number of new tasks to be serviced by the plurality of the resources at the  
29   future point in time.

1           **22. (Currently amended) A work-management apparatus**  
2   comprising:  
3           a storage medium for storing instructions, and  
4           a processor for executing the instructions, the medium and the  
5   processor together comprising:  
6           means for determining an amount of time  $t$  that a resource has  
7   been servicing a task by now;  
8           means cooperative with the time-determining means for  
9   determining a probability  $F(t+h)$  of the resource servicing the task to

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

10 completion within a total amount of time  $t+h$ , where  $h$  is an amount of  
11 time; a selected time horizon;  
12 means cooperative with the time-determining means for  
13 determining a probability  $F(t)$  of the resource completing servicing the task  
14 by now;  
15 means cooperative with both of the probability-determining  
16 means for determining a probability  $P$  that the resource will complete  
17 servicing the task within the amount of time  $h$  from now as  $\frac{F(t+h) - F(t)}{1 - F(t)}$ ;  
18 and  
19 means cooperative with the  $P$ -determining means and  
20 responsive to  $P$  for scheduling another task for servicing.

1 23. (Previously presented) The apparatus of claim 21  
2 wherein:  
3 the means for combining together the determined probabilities  
4 comprise  
5 means for summing the probabilities to obtain the number.

1 24. (Currently amended) A work-management apparatus  
2 comprising:  
3 a storage medium for storing instructions, and  
4 a processor for executing the instructions, the medium and the  
5 processor together comprising:  
6 means for determining, for a future point in time, a probability of  
7 availability of each resource of a plurality of resources at said future point  
8 in time, to obtain the probabilities of availability of the plurality of the  
9 resources;

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

10 means for determining, for each resource of the plurality of  
11 resources, an amount of time  $t$  that the resource has been servicing a task  
12 by now,

13 means for determining, for each resource of the plurality of  
14 resources, a probability  $F(t+h)$  of the resource servicing its task to  
15 completion within a total amount of time  $t+h$ , where  $h$  is an amount of time,  
16 a selected time horizon.

17 means for determining, for each resource of the plurality of  
18 resources, a probability  $F(t)$  of the resource completing servicing its task  
19 by now, and

20 means for determining, for each resource of the plurality of  
21 resources, a probability  $P$  that the resource will complete servicing its task  
22 at the future point in time the amount of time  $h$  from now as

$$\frac{F(t+h) - F(t)}{1 - F(t)};$$

24 means cooperative with the determining means for combining  
25 together the probabilities of availability of the plurality of resources to  
26 obtain a number that is a result of the combining; and

27 means cooperative with the means for combining the  
28 determined probabilities, for scheduling no more than the obtained  
29 number of new tasks to be serviced by the plurality of the resources at the  
30 future point in time.

1 25. (Previously presented) The apparatus of claim 21 in a  
2 call center wherein:

3 the new tasks comprise calls; and

4 the means for scheduling comprise

5 means responsive to  $P$ , for determining whether or not to  
6 initiate or cancel an outbound call.

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008.

1                   **26. (Previously presented)** The apparatus of claim 22  
2 wherein:  
3                   the means for scheduling comprise  
4                   means responsive to  $P$ , for determining whether or not to  
5 initiate said another task.

1                   **27. (Previously presented)** The apparatus of claim 22 in a  
2 call center wherein:  
3                   the new tasks comprise calls; and  
4                   the means for scheduling comprise  
5                   means responsive to  $P$ , for determining whether or not to  
6 initiate an outbound call.

1                   **28. (Previously presented)** The apparatus of claim 22  
2 wherein:  
3                   the means for determining an amount of time  $t$  comprise  
4                   means for determining the amount of time  $t$  for each of a  
5 plurality of resources;  
6                   the means for determining a probability  $F(t+h)$  comprise  
7                   means for determining the probability  $F(t+h)$  for each of the  
8 plurality of resources;  
9                   the means for determining a probability  $F(t)$  comprise  
10                  means for determining the probability  $F(t)$  for each of the  
11 plurality of resources, and  
12                  means for determining a number of the plurality of resources  
13                  that will likely have completed servicing their respective tasks within the  
14                  amount of time  $h$  from now as a sum of the probabilities  $P$  determined for  
15                  individual ones of the plurality of resources; and  
16                  the means for scheduling comprise

Serial No. 09/872,188  
Amtd. Dated 9 January 2008  
Reply to Office Action of August 17, 2007

17 means responsive to determining the number of the resources,  
18 for scheduling new tasks for servicing.

1 29. (Previously presented) The apparatus of claim 28  
2 wherein:  
3 the means for scheduling comprise  
4 means for scheduling no more than the number of the tasks for  
5 servicing.

1 30. (Previously presented) The apparatus of claim 22  
2 wherein:  
3 the means for determining a probability  $F(t+h)$  comprise  
4 means for obtaining historical task-completion statistics, and  
5 means for determining the probability  $F(t+h)$  from the obtained  
6 statistics; and  
7 the means for determining a probability  $F(t)$  comprise  
8 means for determining the probability  $F(t)$  from the obtained  
9 statistics.

1 31. (Previously presented) The apparatus of claim 30  
2 wherein:  
3 the means for obtaining historical task-completion statistics  
4 comprise  
5 means for obtaining a mean and a variance of time historically  
6 spent by resources on servicing tasks to completion.

1 32. (Previously presented) The apparatus of claim 22  
2 wherein:  
3 the means for determining a probability  $F(t+h)$  comprise  
4 means for obtaining historical task-completion statistics,

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

5 means for fitting the task-completion statistics into a lifetime  
6 closed-form cumulative-probability distribution to determine parameters of  
7 the distribution, and  
8 means for evaluating the distribution with the determined  
9 parameters and the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and  
10 the means for determining a probability  $F(t)$  comprise  
11 means for evaluating the distribution with the determined  
12 parameters and the amount of time  $t$  to obtain  $F(t)$ .

1 33. (Previously presented) The apparatus of claim 32  
2 wherein:  
3 the means for obtaining historical task-completion statistics  
4 comprise  
5 means for obtaining a mean and a variance of time historically  
6 spent by resources on servicing tasks to completion;  
7 the cumulative-probability distribution  $F$  comprises a Weibull  
8 distribution; and  
9 the parameters comprise a dispersion parameter and a  
10 parameter of central tendency.

1 34. (Previously presented) The apparatus of claim 22  
2 wherein:  
3 the means for determining an amount of time  $t$  comprise  
4 means for determining the amount of time  $t$  that the resource  
5 has been servicing a task of one of a plurality of different types of tasks;  
6 and  
7 the means for determining historical task-completion statistics  
8 comprise  
9 means for determining the historical task-completion statistics  
10 for the one type of tasks.

Serial No. 09/872,188  
Amtd. Dated 9 January 2008  
Reply to Office Action of August 17, 2007

- 1           **35. (Previously presented)** The apparatus of claim 22
- 2        wherein:
  - 3           the means for scheduling another task comprise
  - 4           means responsive to  $P$  for initiating preparation of a task that
  - 5        may require servicing by an agent at a later time.
- 1           **36. (Previously presented)** The apparatus of claim 22
- 2        wherein:
  - 3           the means for determining a probability  $F(t+h)$  comprise
  - 4           means for obtaining a historical histogram for task completion,
  - 5        and
  - 6           means for evaluating a cumulative said probability with the
  - 7        obtained histogram for the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and
  - 8           the means for determining a probability  $F(t)$  comprise
  - 9           means for evaluating the cumulative probability with the
  - 10       obtained histogram for the amount of time  $t$  to obtain  $F(t)$ .
- 1           **37. (Previously presented)** The apparatus of claim 22
- 2        wherein:
  - 3           the means for scheduling comprise
  - 4           means responsive to  $P$ , for canceling preparation of a task that
  - 5        could require servicing by a resource.
- 1           **38. (Previously presented)** The medium of claim 20 wherein:
  - 2        using the number to schedule new tasks comprises
  - 3           scheduling for the future point in time no more than the number
  - 4        of the new tasks to become available for servicing by the plurality of the
  - 5        resources.

Serial No. 09/872,188  
Amdt. Dated 9 January 2008  
Reply to Office Action of August 17, 2007

1           39. (Previously presented) The medium of claim 38 wherein:  
2           combining together the determined probabilities comprises  
3           summing the probabilities to obtain the number.

1           40. (Currently amended) A computer-readable medium  
2           containing instructions which, when executed in a computer, cause the  
3           computer to perform the steps of:  
4                 for a future point in time, determining a probability of availability  
5           of each resource of a plurality of resources at said future point in time, to  
6           obtain the probabilities of availability of the plurality of the resources,  
7           comprising  
8                 for each resource of the plurality of resources, determining an  
9           amount of time  $t$  that the resource has been servicing a task by now,  
10                for each resource of the plurality of resources, determining a  
11           probability  $F(t+h)$  of the resource servicing its task to completion within a  
12           total amount of time  $t+h$ , where  $h$  is an amount of time, a selected time  
13           horizon,  
14                for each resource of the plurality of resources, determining a  
15           probability  $F(t)$  of the resource completing servicing its task by now, and  
16                for each resource of the plurality of resources, determining a  
17           probability  $P$  that the resource will complete servicing its task at the future  
18           point in time the amount of time  $h$  from now as  $\frac{F(t+h) - F(t)}{1 - F(t)}$ ;  
19                combining together the determined probabilities of availability of  
20           the plurality of resources to obtain a number that is a result of the  
21           combining; and  
22                using the number to schedule new tasks for the resources for  
23           the future point in time.

Serial No. 09/872,188  
Supplemental Amdt. Dated 9 January 2008  
Reply to Telephone Conversation of January 8, 2008

1           **41. (Previously presented)** The method of claim 40 for a call  
2 center wherein:  
3                 the new tasks comprise calls; and  
4                 using the number to schedule new tasks comprises  
5                 in response to  $P$ , determining whether or not to initiate or  
6 cancel an outbound call.

1           **42. (Currently amended)** A computer-readable medium  
2 containing instructions which, when executed in a computer, cause the  
3 computer to perform the steps of:  
4                 determining an amount of time  $t$  that a resource has been  
5 servicing a task by now;  
6                 determining a probability  $F(t+h)$  of the resource servicing the  
7 task to completion within a total amount of time  $t+h$ , where  $h$  is an amount  
8 of time, a selected time horizon;  
9                 determining a probability  $F(t)$  of the resource completing  
10 servicing the task by now;  
11                 determining a probability  $P$  that the resource will complete  
12 servicing the task within the amount of time  $h$  from now as  $\frac{F(t+h) - F(t)}{1 - F(t)}$ ;  
13 and  
14                 in response to  $P$ , scheduling another task for servicing.

1           **43. (Previously presented)** The method of claim 42 wherein:  
2 scheduling comprises  
3                 in response to  $P$ , determining whether or not to initiate said  
4 another task.

1           **44. (Previously presented)** The medium of claim 42 for a call  
2 center wherein:

Serial No. 09/872,188

Amdt. Dated 9 January 2008

Reply to Office Action of August 17, 2007

3           the new tasks comprise calls; and  
4           scheduling comprises  
5           in response to  $P$ , determining whether or not to initiate an  
6           outbound call.

1           **45. (Previously presented)** The medium of claim 42 further  
2           comprising instructions which, when executed in the computer, cause the  
3           computer to perform the steps of:

4                 performing the determining steps for a plurality of resources,

5           and

6                 determining a number of the resources that will likely have  
7           completed servicing their respective tasks within the amount of time  $h$   
8           from now as a sum of the probabilities  $P$  determined for individual ones of  
9           the plurality of resources; wherein

10           scheduling comprises

11                 in response to determining the number of the resources,

12           scheduling new tasks for servicing.

1           **46. (Previously presented)** The medium of claim 45 wherein:  
2           scheduling tasks for servicing comprises scheduling no more  
3           than the number of the tasks for servicing.

1           **47. (Previously presented)** The medium of claim 42 wherein:  
2           determining a probability  $F(t+h)$  comprises  
3           obtaining historical task-completion statistics, and  
4           from the obtained statistics determining the probability  $F(t+h)$ ;

5           and

6                 determining a probability  $F(t)$  comprises  
7                 from the obtained statistics determining the probability  $F(t)$ .

1           **48. (Previously presented)** The medium of claim 47 wherein:

Serial No. 09/872,188

Amdt. Dated 9 January 2008

Reply to Office Action of September 29, 2005

**RESPONSE UNDER 37 C.F.R. 1.116 – EXPEDITED  
PROCEDURE – EXAMINING GROUP No.: 2195**

2           obtaining historical task-completion statistics comprises  
3           obtaining a mean and a variance of time historically spent by  
4   resources on servicing tasks to completion.

1           49. (Previously presented) The medium of claim 42 wherein:  
2           determining a probability  $F(t+h)$  comprises  
3           obtaining historical task-completion statistics,  
4           fitting the task-completion statistics into a lifetime closed-form  
5           cumulative-probability distribution to determine parameters of the  
6           distribution, and  
7           evaluating the distribution with the determined parameters and  
8           the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and  
9           determining a probability  $F(t)$  comprises  
10          evaluating the distribution with the determined parameters and  
11          the amount of time  $t$  to obtain  $F(t)$ .

1           50. (Previously presented) The medium of claim 49 wherein:  
2           obtaining historical task-completion statistics comprises  
3           obtaining a mean and a variance of time historically spent by  
4   resources on servicing tasks to completion;  
5           the cumulative-probability distribution  $F$  comprises a Weibull  
6           distribution; and  
7           the parameters comprise a dispersion parameter and a  
8           parameter of central tendency.

1           51. (Previously presented) The method of claim 42 wherein:  
2           determining an amount of time  $t$  comprises  
3           determining the amount of time  $t$  that the resource has been  
4           servicing a task of one of a plurality of different types of tasks; and

Serial No. 09/872,188  
Amdt. Dated 9 January 2008  
Reply to Office Action of August 17, 2007

5 determining historical task-completion statistics comprises  
6 determining the historical task-completion statistics for the one  
7 type of tasks.

1 52. (Previously presented) The medium of claim 42 wherein:  
2 scheduling another task comprises  
3 in response to  $P$  initiating preparation of a task that may require  
4 servicing by an agent at a later time.

1 53. (Previously presented) The medium of claim 42 wherein:  
2 determining a probability  $F(t+h)$  comprises  
3 obtaining a historical histogram for task completion, and  
4 evaluating a cumulative said probability with the obtained  
5 histogram for the total amount of time  $t+h$  to obtain  $F(t+h)$ ; and  
6 determining a probability  $F(t)$  comprises  
7 evaluating the cumulative probability with the obtained  
8 histogram for the amount of time  $t$  to obtain  $F(t)$ .

1 54. (Previously presented) The medium of claim 42 wherein:  
2 scheduling comprises  
3 in response to  $P$ , canceling preparation of a task that could require  
4 servicing by a resource.